

" Returning to a Frontier Software solution is delivering process improvements, better data insights and a projected saving of \$50,000 per annum. In addition, the team are getting the most outstanding support to facilitate our ongoing process improvement ethos."

Liz Reese, Financial Manager,
Spectrum Care

Industry Sector: Healthcare
Headcount: 1,200 Employees
Customer since: 1994-2012, 2016
Delivery Method: In-House

Solution:

- ✓ Payroll
- ✓ Health & safety
- ✓ Learning and development
- ✓ Self-service
- ✓ Mobile self-service

Spectrum Care is an independent charitable trust that provides support for people of all ages with disabilities and their whānau (extended families). Spectrum Care provides a range of residential support services and focuses on empowering clients to live independently. Having been a long-term client of Frontier Software, Spectrum Care appointed a different provider in 2012. Over time, it became clear that the new vendor offered neither the capability nor automation that Spectrum Care required. Although under constant system development, the solution did not deliver key functionality which required Spectrum Care to adopt manual processes and corrective actions.

Spectrum Care went back to the market in 2016, seeking a comprehensive HR solution that covered payroll, recruitment, rostering, health and safety and HR management. In particular, the system needed to offer a workflow-enabled employee self-service and integrated learning to facilitate competence reporting and certifications. Additionally, the new system had to provide a single source of truth for all HR and payroll data.

Frontier Software offered a comprehensive solution of powerful and compliant payroll and self-service that integrated with time and attendance. Flexible workflows and in-depth reporting enabled process automation and the removal of manual workarounds. Fully implemented within three months, Spectrum Care immediately began realising savings, estimated at more than \$50,000 per annum. More importantly, Spectrum Care could now offer their geographically dispersed workforce an intuitive and powerful interface to support their activities well into the foreseeable future.



spectrumcare.org.nz